User Guide

AutroSafe Remote Access
AutroSafe Interactive Fire Detection System

AUTRONICA

116-P-ASAFE-REMOTEAC/EGB, 2011-09-14

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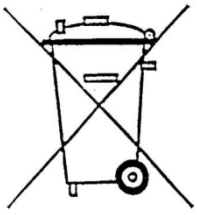
CE

This product contains static-sensitive devices. Avoid any electrostatic discharge.

The WEEE Directive

When the marking below is shown on the product and/or its literature, it means that the product should not be disposed with other household wastes at the end of its life cycle. During waste treatment, disposal and collection, please separate the product from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources. This product should not be mixed with other commercial wastes for disposal.



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1. Introduction

1.1 About the Handbook

This document provides a description of AutroSafe Remote Access.

The handbook deals with the following:

- the setup
- a description of the Info Page
  - panel information
  - support
- a description of the Service Page
  - upgrade software and configuration
  - export
  - status
  - reboot
- troubleshooting

1.2 The Reader

The handbook is intended to be used by Autronica Fire and Security trained service and technical personnel.

1.3 Reference Documentation

The table below shows an overview of the available handbooks for AutroSafe Interactive Fire Detection System, Release 4.

Document Name	Part number	File name
System Description	116-P-ASAFE-SYSTEMD/EGB	asafesystem_egb
Installation Handbook	116-P-ASAFE-INSTALL/DGB	asafeinstall_dgb
Commissioning Handbook	116-P-ASAFE-COMMISS/EGB	asafecommiss_egb
User Guide, Remote Access	116-P-ASAFE-REMOTEAC/EGB	asaferemoteac_egb
Connecting Loop Units	116-P-CONNECTLOOPUNIT/DGB	connectloopunit_dgb
Operator's Handbook	116-P-ASAFE-OPERATE/FGB	asafeoperate_fgb
User Guide	116-P-ASAFE-USERGUI/LGB	asafeusergui_lgb
Wall Chart	116-P-ASAFE-WALLCHA/LGB	asafewallcha_lgb
Menu Structure	116-P-ASAFE-MENUSTR/MGB	asafemenustr_mgb

1.4 Requirements

1.4.1 Computer

- Recommended Web browser:
  - Mozilla Firefox version 5.0 and 6.0
  - Internett Explorer version 6.0, 7.0 and 8.0
  - Opera version 10.6
- Ethernet network card
- Ethernet shielded cable CAT5 with RJ-45 modular jack connectors

1.4.2 Administrative Rights

In order to change the IP address the user of the computer must have administrative rights.

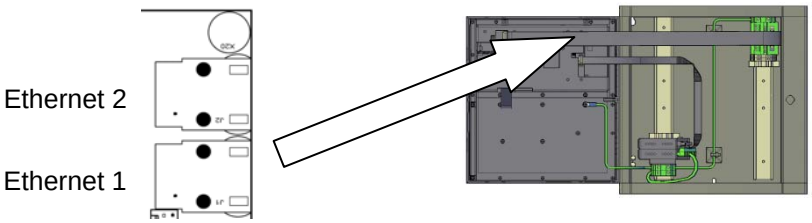
2. Setup

2.1 Connecting the Ethernet Cable

2.1.1 Connection to a Panel in a Standalone System

The BSA-400 board on all panels provides two separate 10/100Mbit Ethernet ports. The connector is an RJ-45 modular jack, suitable for shielded cable CAT5.

- Connect one end of the Ethernet cable to the computer.
- Connect the other end of the Ethernet cable to the connection Ethernet 1 (see picture).
- For later reference, note the IP address of this panel (used when accessing the web site from the browser).

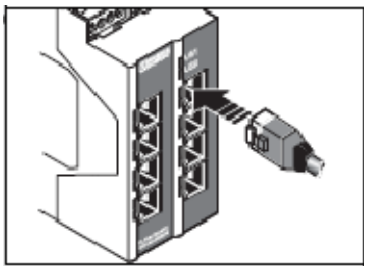


2.1.2 Connection to an Ethernet Switch in Network Systems

A network solution (AutroNet) with more than two panels requires the use of Ethernet switches.

The connector is an RJ-45 modular jack, suitable for shielded cable CAT5.

- Connect one end of the Ethernet cable to the computer.
- Connect the other end of the Ethernet cable to the connection Ethernet 1 on the Ethernet Switch.
- For later reference, note the IP address of this switch (used when accessing the web site from the browser).



2.2 Preparing Your Computer

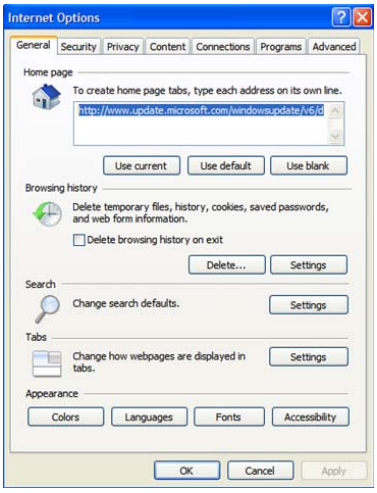
2.2.1 Administrative Rights

In order to do the necessary preparations on your computer, you have to have administrative rights.

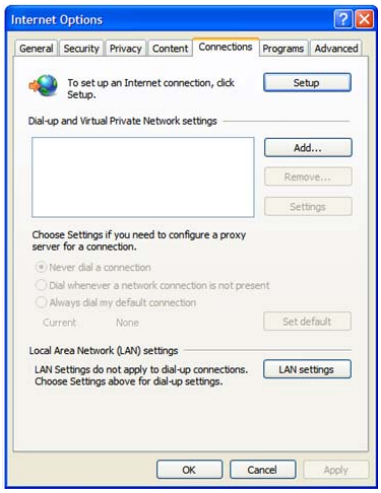
2.2.2 Local Area Network Settings

In order to use the web browser, you have to make sure that the checkbox for the *proxy server* is not ticked off (*Use a proxy server for your LAN*).

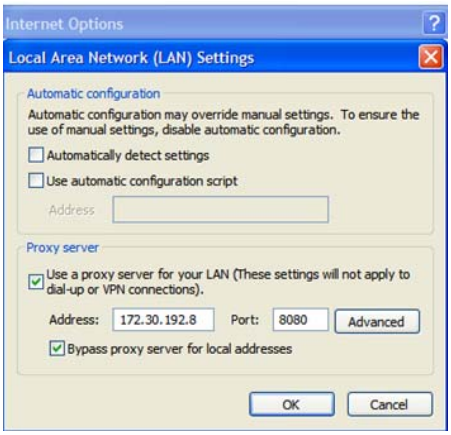
- Open your Internet Explorer Browser and click the *Tools menu* on the upper menu bar.



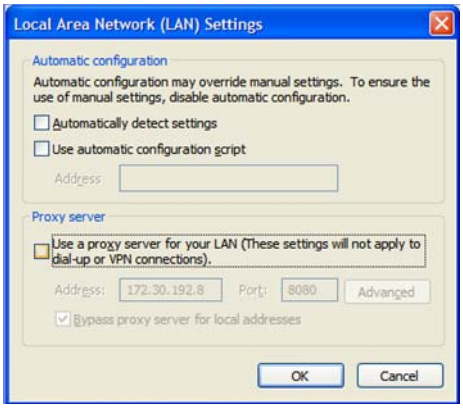
- Click the *Connections* tab.



- Click *LAN settings*.


Internet Options
Local Area Network (LAN) Settings
Automatic configuration
Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.
Automatically detect settings
Use automatic configuration script
Address
Proxy server
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).
Address: 172.30.192.8
Port: 8080
Advanced
Bypass proxy server for local addresses
OK
Cancel

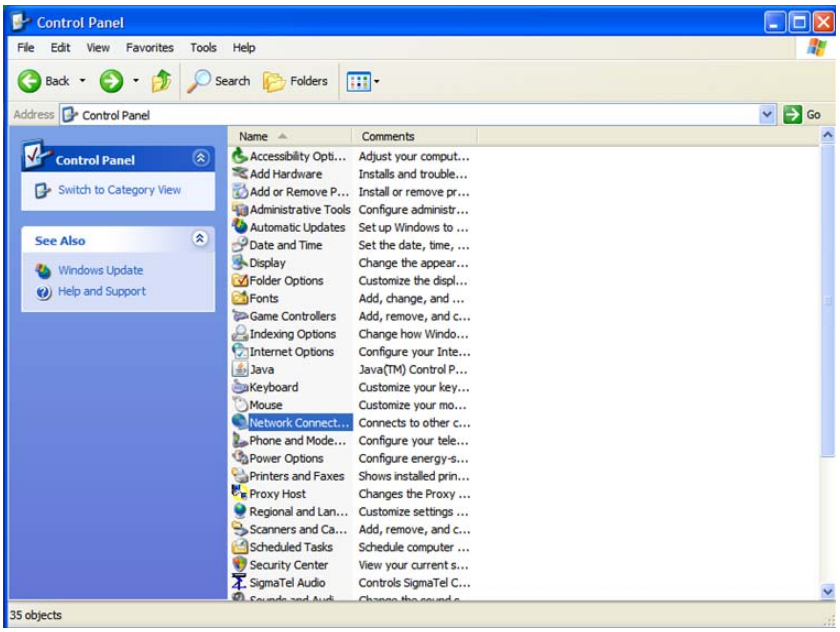
- Make sure that the checkbox for the *proxy server* is <u>not</u> ticked off (*Use a proxy server for your LAN*). If not, remove the mark.


Local Area Network (LAN) Settings
Automatic configuration
Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.
Automatically detect settings
Use automatic configuration script
Address
Proxy server
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).
Address: 172.30.192.8
Port: 8080
Advanced
Bypass proxy server for local addresses
OK
Cancel

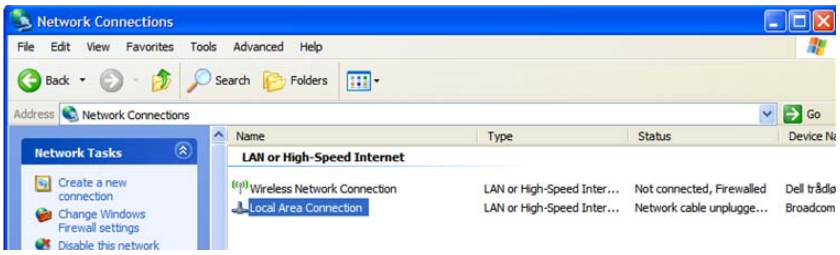
2.2.3 IP Settings

This chapter describes how to set IP addresses for a Windows system (typically 172.16.1.1 for Ethernet 1 and 172.17.1.1 for Ethernet 2).

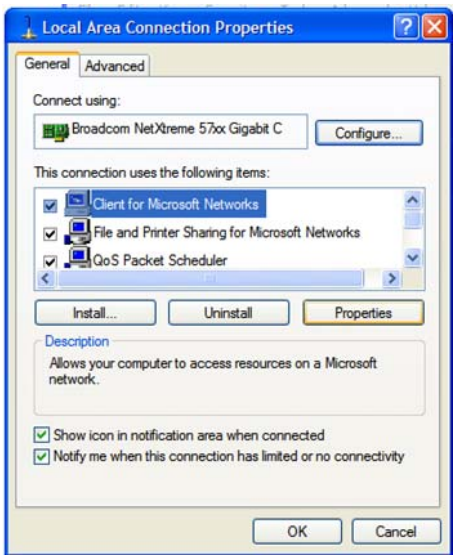
- Select the Windows *Control Panel*.



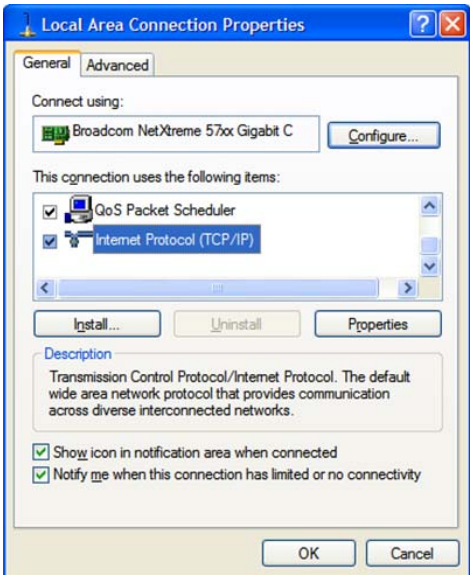
- Double-click *Network Connections*.



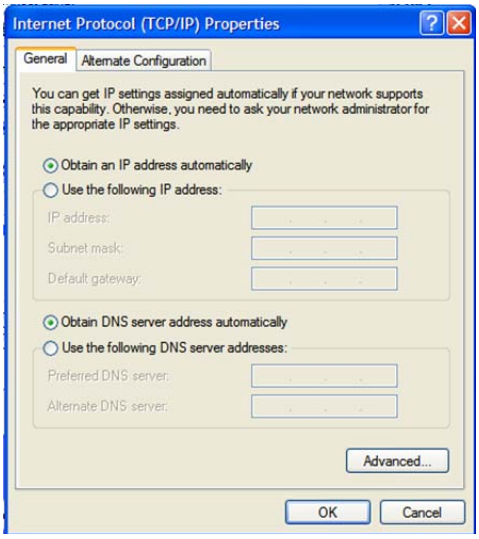
- Double-click *Local Area Connection*



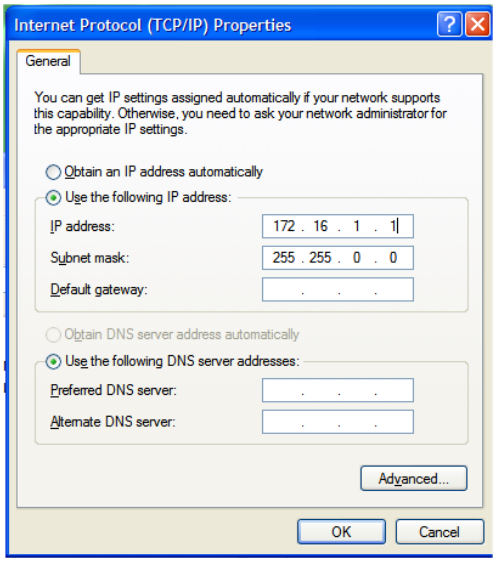
- Scroll down and select *Internet Protocol*.



- Click *Properties*.


Internet Protocol (TCP/IP) Properties
General
Alternate Configuration
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address:
Subnet mask:
Default gateway:
Obtain DNS server address automatically
Use the following DNS server addresses:
Preferred DNS server:
Alternate DNS server:
Advanced...
OK
Cancel

- Select *Use the following IP address* (if this is not already selected)
- Enter an *IP address* that is different from the one used for the panels in the system, for example, 172.16.1.1 for Ethernet 1.
- Enter a *Subnet mask*, for example, 255.255.0.0

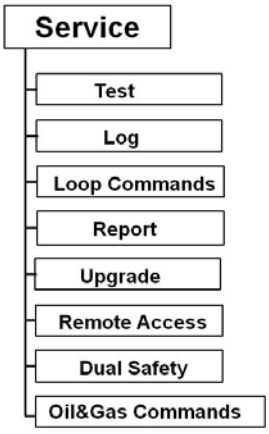

Internet Protocol (TCP/IP) Properties
General
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address: 172 . 16 . 1 . 1
Subnet mask: 255 . 255 . 0 . 0
Default gateway:
Obtain DNS server address automatically
Use the following DNS server addresses:
Preferred DNS server:
Alternate DNS server:
Advanced...
OK
Cancel

- When completed, click OK.

2.3 Remote Access to the Web Site

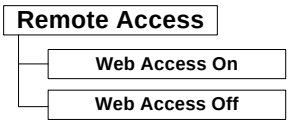
Remote access to the web site can be turned ON/OFF by using the system's Service Menu accessed from the panel (Remote Access). Note that each time Web Access is turned ON, it will automatically be turned OFF after a period of 12 hours (12 hours timeout).

Due to security issues, make sure to turn the Web Access off when the necessary service actions have been carried out.



To use the Service Commands from an AutroSafe panel, access level 3 is required (refer to Operator's Handbook).

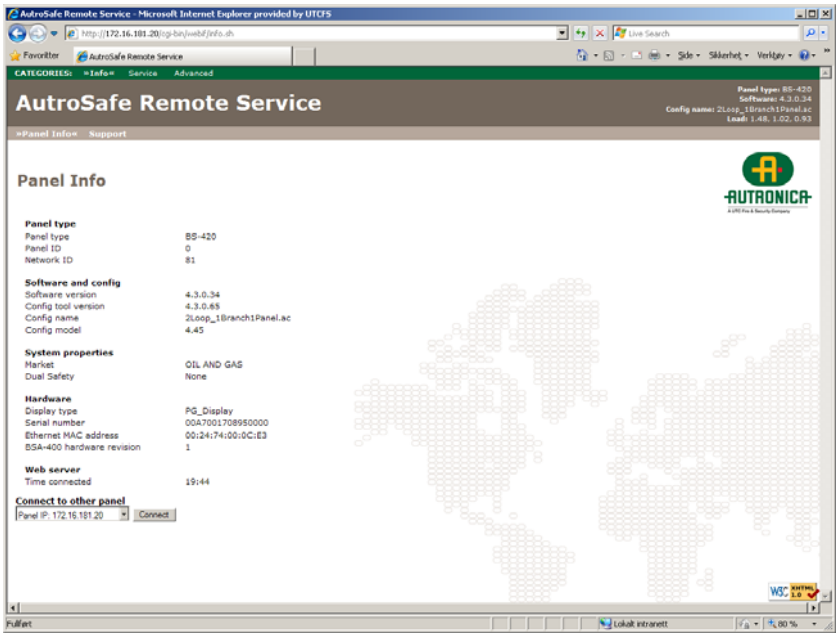
- Press 5 to enter the Service Menu.
- To enter the Remote Access menu, press 6.
- To turn Web Access ON, press 1, then ↵.
- To turn Web Access OFF, press 2, then ↵.



2.4 Accessing the Web Site

- In the browser's address field, enter the panel's IP address (i.e. the IP address which corresponds to the panel your computer is connected to).
- Press Enter.

The *AutroSafe Remote Access* web site will appear on the screen. For information on menus, refer to the site map on next page.

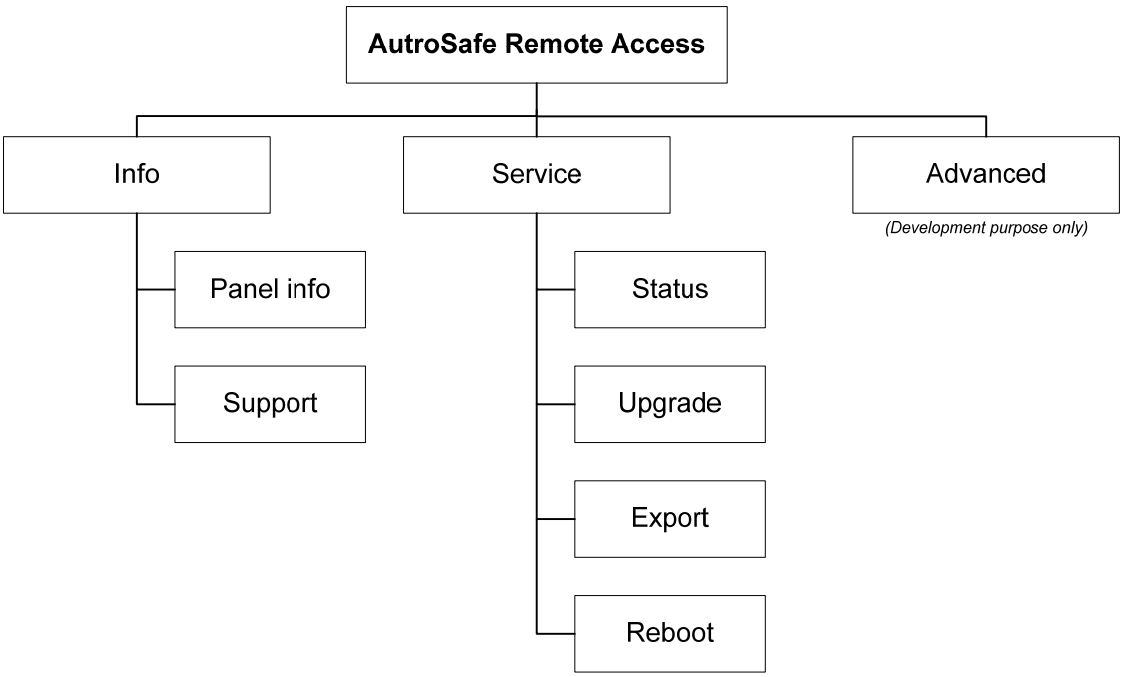


If the web site does not appear on the screen, go through the following checklist:

- check the Ethernet cable connections, make sure that the computer is connected to the panel/switch which corresponds to the selected IP address (chapter 2.1.1/2.1.2)
- check the local area network settings (chapter 2.2.2)
- make sure that the correct IP address is selected, i.e. the IP address which corresponds to the panel/switch your computer is connected to (chapter 2.2.3)
- make sure the correct subnet mask is set (chapter 2.2.3)
- from the panel in question, go to the Service menu, enter the Remote Access menu, then press 1 to turn Web access ON.

2.5 Site Map

The AutroSafe Remote Access web site has the following menus:



3. Info Page

The Info Page is the main page of the web site. The page provides two submenus located to the left below the upper horizontal bar;

- Panel Info
- Support

Note that the information located to the right below the upper horizontal bar will always appear on the web site;

- Panel type
- Software
- Configuration Name
- Load (CPU consumption)

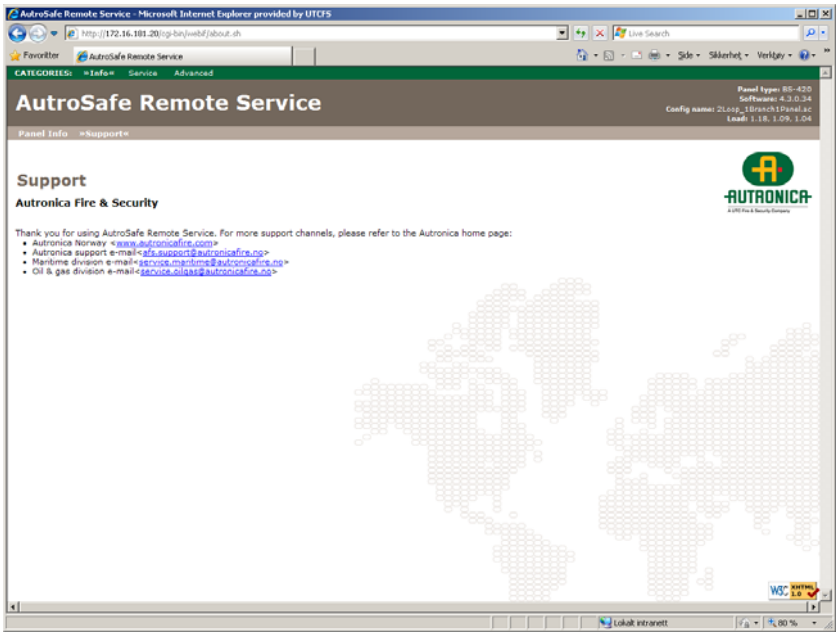
3.1 Panel Information

Panel information includes the following:

- Panel type, including;
  - Panel type
  - Panel ID
  - Network ID
- Software and configuration, including;
  - Software version
  - Configuration tool version
  - Configuration name
  - Configuration model
- System properties, including;
  - Market
  - Dual Safety
- Hardware, including;
  - Display type
  - Serial number
  - Ethernet MAC address
  - BSA-400 hardware revision
- Web server; how long the panel has been operating since the last reboot.
- Connect to other panel; allows you to easily connect one of several panels on the AutroNet by selecting the panel's IP address.

3.2 Support

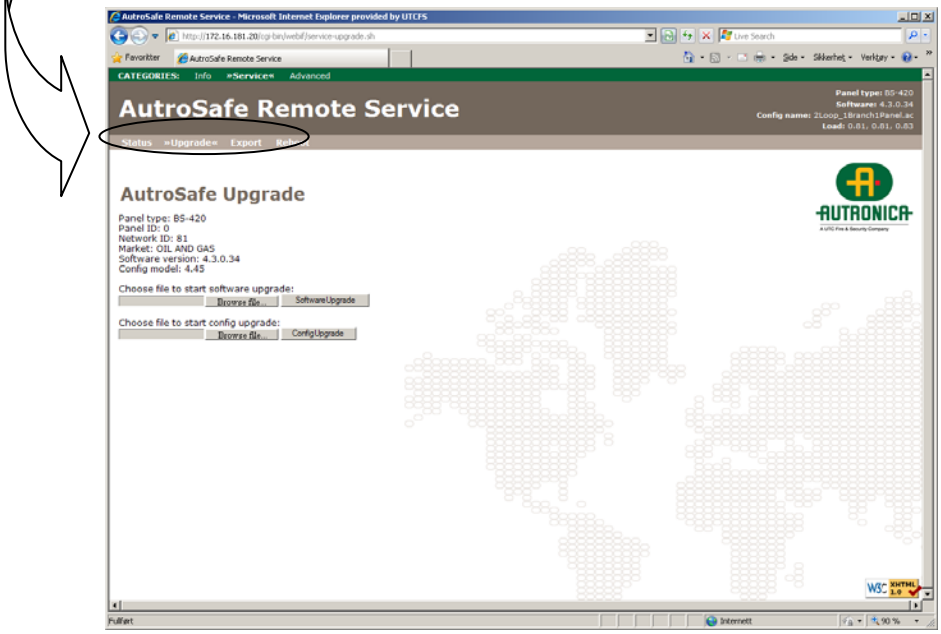
The Support Page provides important Autronica contact information which is also found on the Autronica Fire and Security web site www.autronicafire.com



4. Service Page

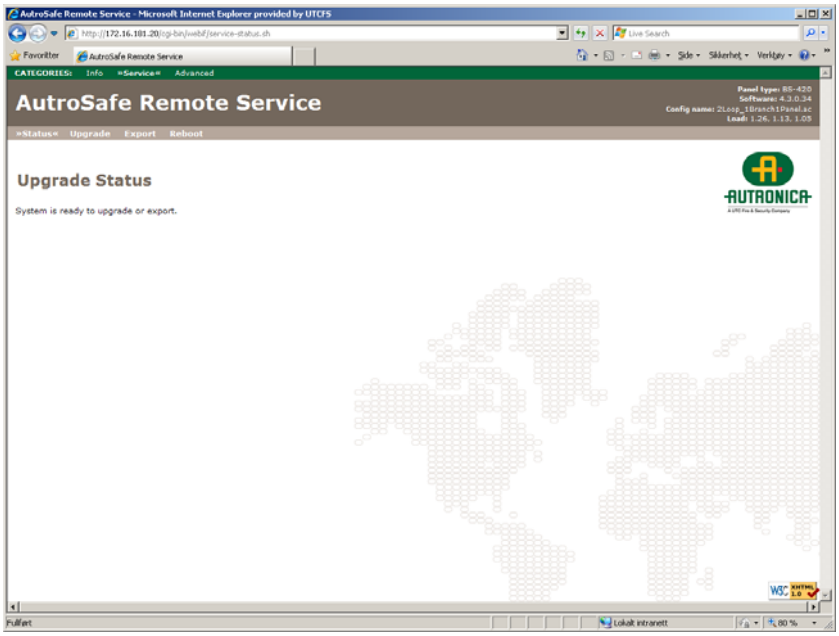
The Service Page provides four submenus located to the left below the upper horizontal bar;

- Status
- Upgrade
- Export
- Reboot



4.1 Status

The Status page allows you to monitor the progress of an upgrade or export process.


AutroSafe Remote Service - Microsoft Internet Explorer provided by UTCFS
CATEGORIES: Info »Service« Advanced
AutroSafe Remote Service
»Status« Upgrade Export Reboot
Upgrade Status
System is ready to upgrade or export.
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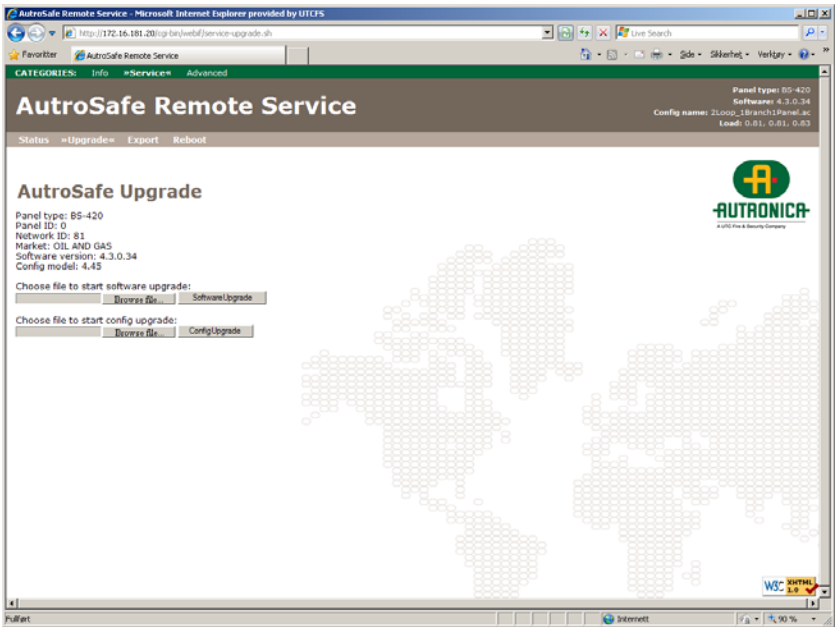
4.2 Upgrade

The Upgrade page allows you to upgrade both the software and the configuration (or either the software or configuration).

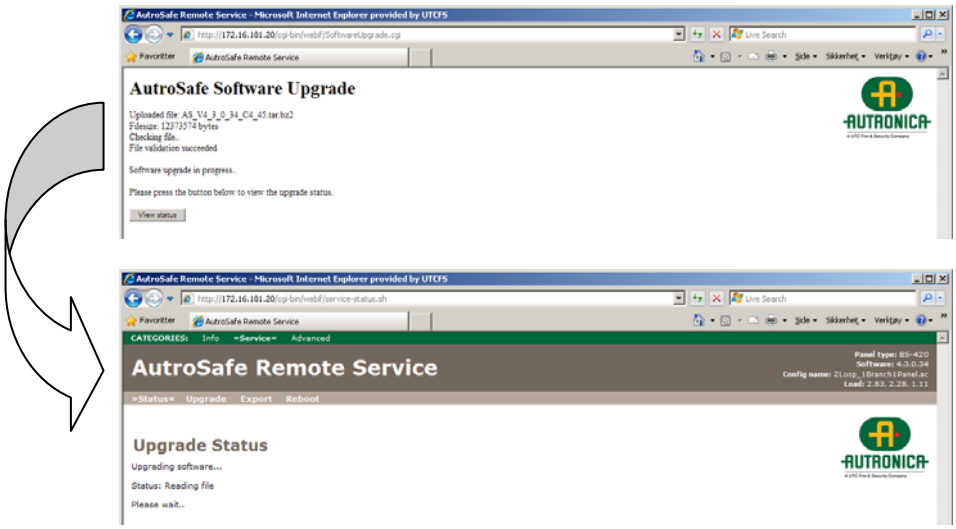
Note that if both the software and the configuration are to be upgraded, the software and configuration have to be supported by the same config model. As a general rule, always upgrade the software version first, then the configuration.



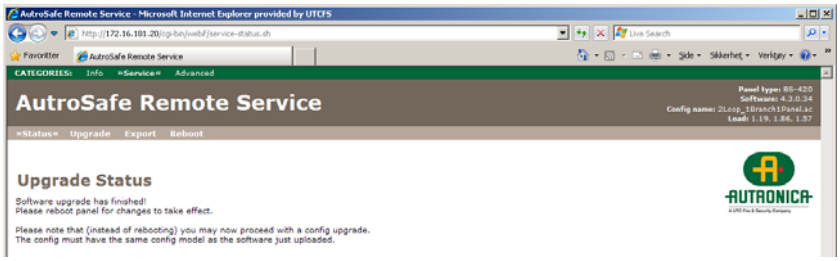
4.2.1 Upgrade Software

- Before starting the upgrade procedure, click the Status menu and verify that the system is ready for an upgrade.

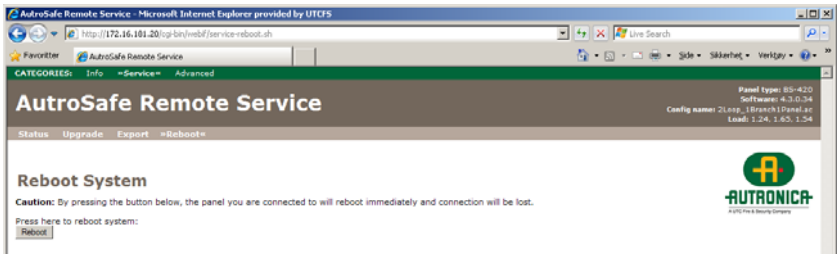
- Return to the Upgrade menu, then go to *Choose file to start software upgrade.*
- Click the Browse button to locate and select the software file in question on your computer, then click the Software Upgrade button.



The upgrade time for software will increase with the amount of panels in the system. When the upgrade is completed the following message will appear:


AutroSafe Remote Service
Upgrade Status
Software upgrade has finished!
Please reboot panel for changes to take effect.
Please note that (instead of rebooting) you may now proceed with a config upgrade.
The config must have the same config model as the software just uploaded.

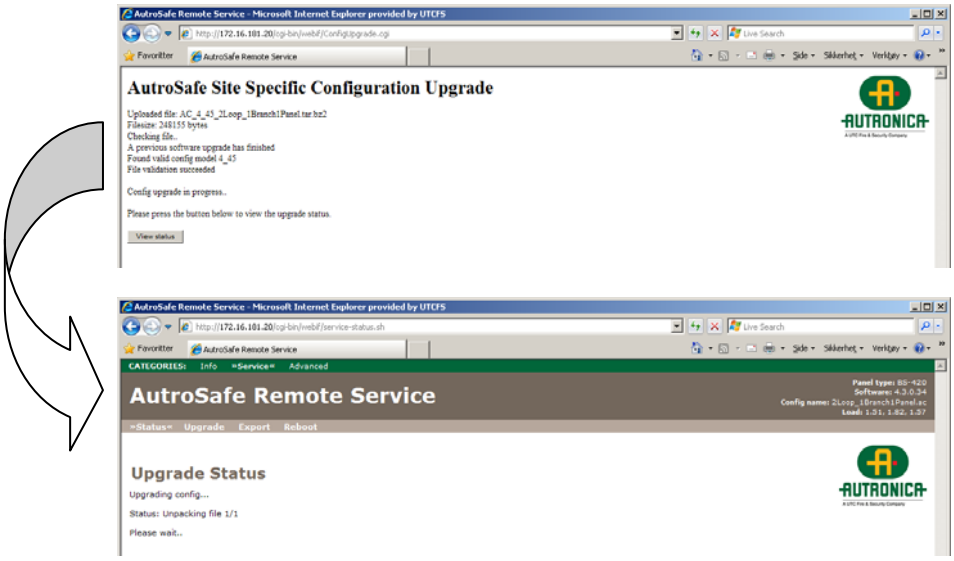
- If you do not intend to upgrade the configuration at this point, the panel has to be rebooted for changes to take effect (Reboot page).
- If you also intend to upgrade the configuration, do not reboot at this point, but go to *Choose file to start config upgrade* (see next chapter).
- When the configuration upgrade is completed, go to the Reboot page, then reboot the panel.


AutroSafe Remote Service
Reboot System
Caution: By pressing the button below, the panel you are connected to will reboot immediately and connection will be lost.
Press here to reboot system:
Reboot

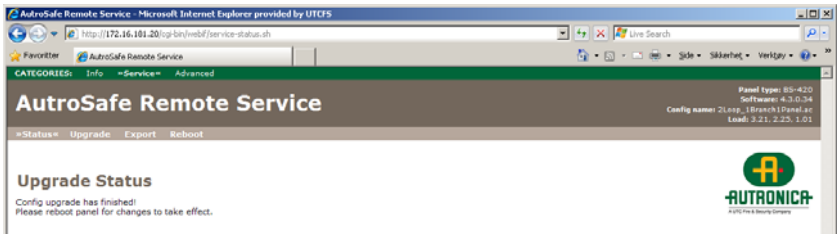
4.2.2 Upgrade Configuration

- Before starting the upgrade procedure, click the Status menu and verify that the system is ready for an upgrade.

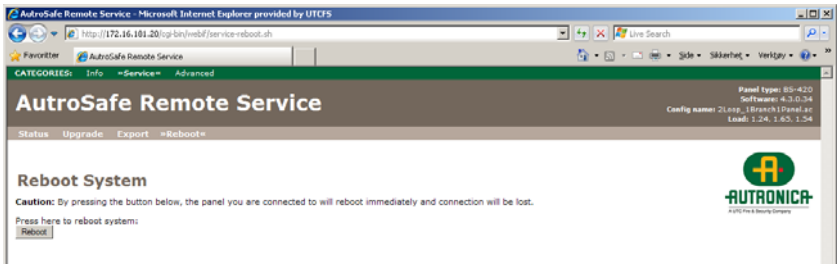
- Return to the Upgrade menu, then go to *Choose file to start config upgrade.*
- Click the Browse button to locate and select the configuration file in question on your computer, then click the Config Upgrade button.



The upgrade time will vary, depending on the size of the system and complexity of the configuration. When the upgrade is completed the following message will appear:



- If you do not intend to upgrade the software at this point (if not already done), the panel has to be rebooted for changes to take effect (Reboot page).
- If you also intend to upgrade the software (supported by the same config model), do not reboot at this point, but go to *Choose file to start software upgrade* (see previous chapter).
- Reboot when the software upgrade is completed.


AutroSafe Remote Service
Reboot System
Caution: By pressing the button below, the panel you are connected to will reboot immediately and connection will be lost.
Press here to reboot system:
Reboot
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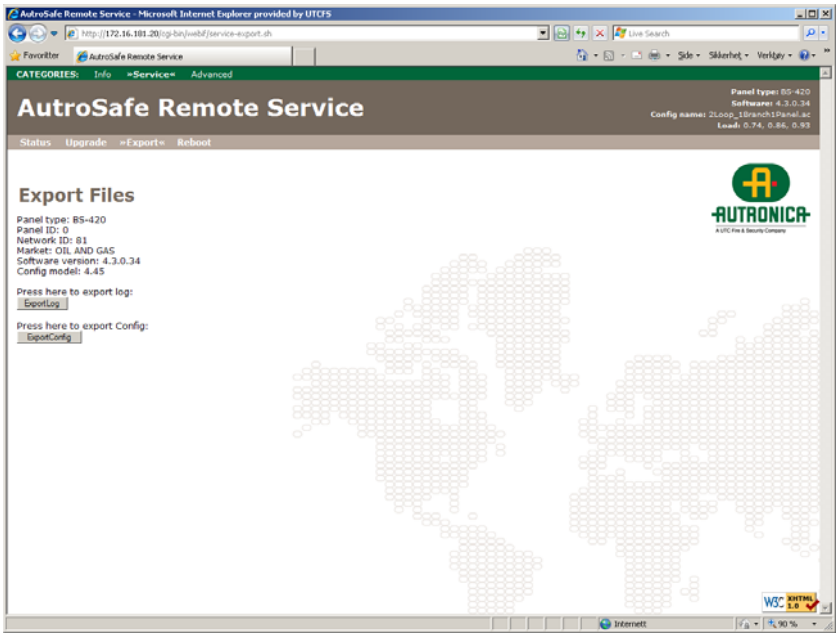
4.3 Export

The Export page allows you to export the log and configuration.

The page also includes important information as follows:

- Panel Type
- Network ID
- Market
- Software version
- Configuration model



- To export the log, click the Export Log button.
- To export the configuration, click the Export Configuration button.

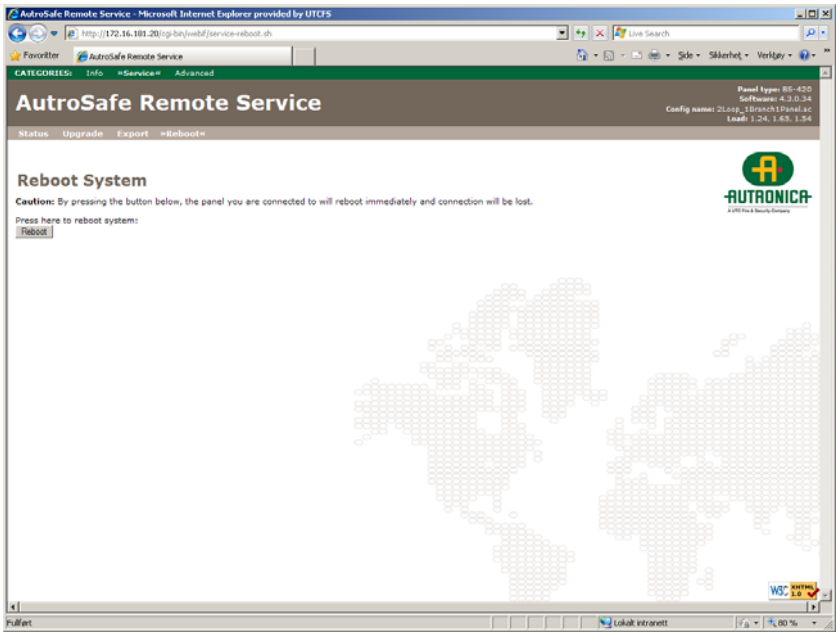
4.4 Reboot

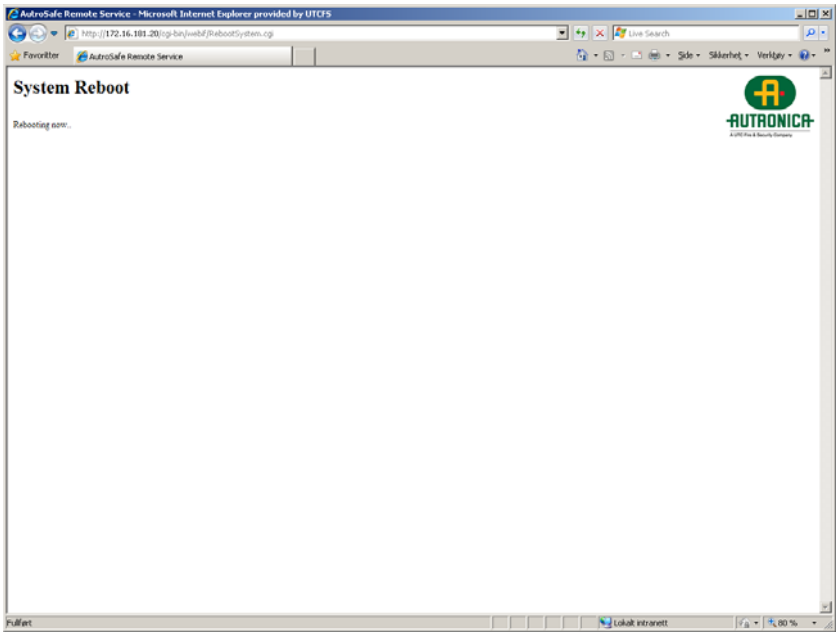
The Reboot page allows you to reboot the entire system.

A reboot must always be executed for changes to take effect (software and/or configuration ugrade).

Reboot must be performed in the following cases:

- After a software and configuration upgrade.
  Note that it is possible to upgrade both the software and the configuration with only one reboot, using this sequence: Upgrade the software, then the configuration, then reboot.
- After a single software upgrade
- After a single configuration upgrade

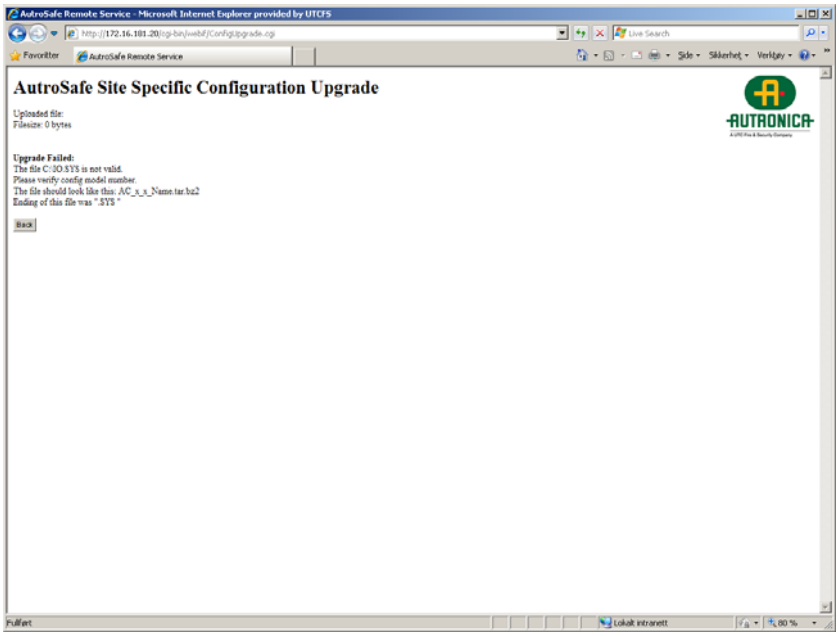

AutroSafe Remote Service - Microsoft Internet Explorer provided by UTCFS
AutroSafe Remote Service
Status Upgrade Export »Reboot«
Reboot System
Caution: By pressing the button below, the panel you are connected to will reboot immediately and connection will be lost.
Press here to reboot system:
Reboot
AUTRONICA



5. Troubleshooting

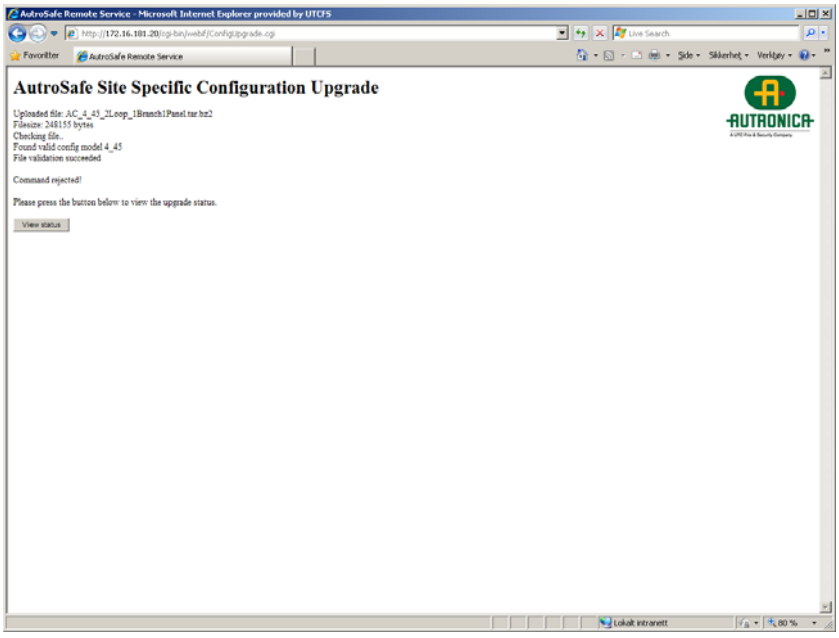
5.1 Attempt to Upgrade with Non-valid File

(example: io.sys)

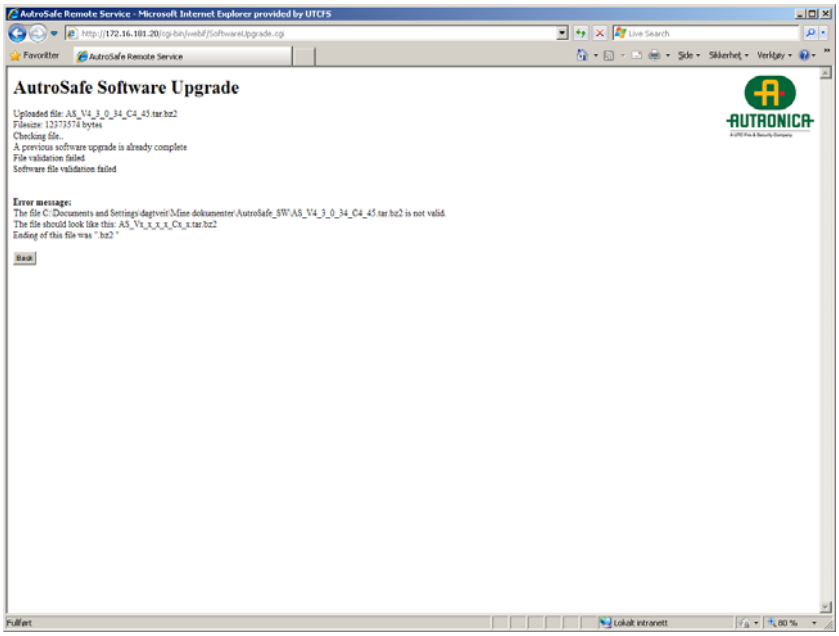

AutroSafe Remote Service - Microsoft Internet Explorer provided by UTCFS
AutroSafe Site Specific Configuration Upgrade
Uploaded file:
Filesize: 0 bytes
Upgrade Failed:
The file C:\IO.SYS is not valid.
Please verify config model number.
The file should look like this: AC_x_x_Name.tar.bz2
Ending of this file was ".SYS "
Back
AUTRONICA

5.2 Attempt to Upgrade Config While SW Upgrade is Ongoing (or vice versa)

(cmd rejected)


AutroSafe Remote Service - Microsoft Internet Explorer provided by UTCFS
AutroSafe Site Specific Configuration Upgrade
Uploaded file: AC_4_45_2Loop_1Branch1Panel.tar.bz2
Filesize: 248155 bytes
Checking file..
Found valid config model 4_45
File validation succeeded
Command rejected!
Please press the button below to view the upgrade status.
View status
AUTRONICA

5.3 Attempt to Upgrade Software Twice


AutroSafe Remote Service - Microsoft Internet Explorer provided by UTCFS
AutroSafe Remote Service
AutroSafe Software Upgrade
Uploaded file: AS_V4_3_0_34_C4_45.tar.bz2
Filesize: 12373574 bytes
Checking file..
A previous software upgrade is already complete
File validation failed
Software file validation failed
Error message:
The file C:\Documents and Settings\dagtveit\Mine dokumenter\AutroSafe_SW\AS_V4_3_0_34_C4_45.tar.bz2 is not valid.
The file should look like this: AS_Vx_x_x_x_Cx_x.tar.bz2
Ending of this file was ".bz2 "
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6. Advanced

This page is for development purposes only.

7. Reader's Comments

Please help us to improve the quality of our documentation by returning your comments on this manual:

Title: *User Guide, AutroSafe Interactive Fire Detection System, Release 4,*

Ref. No.: *116-P-ASAFE-REMOTEAC/EGB, 2011-09-14*

Your information on any inaccuracies or omissions (with page reference):

Please turn the page

Suggestions for improvements

Thank you! We will investigate your comments promptly.
Would you like a written reply? ❑ Yes ❑ No

Name: ----------
Title: ----------
Company: ----------
Address: ----------

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www.autronicafire.com

Autronica Fire and Security is an international company, headquartered in Trondheim, one of the largest cities in Norway. The company is owned by United Technologies Corporation and employs more than 319 persons with experience in developing, manufacturing and marketing of fire safety equipment. Our products cover a broad range of systems for integrated solutions, including fire detection systems, integrated fire and gas detection systems, control and presentation systems, voice alarm systems, public address systems, emergency light systems, plus suppression systems.

All products are easily adaptable to a wide variety of applications, among others, hospitals, airports, churches and schools, as well as to heavy industry and high-risk applications such as power plants, computer sites and offshore installations, world wide.

The company's strategy and philosophy is plainly manifested in the business idea:
Protecting life, environment and property.

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